

**State of Connecticut
DEPARTMENT OF SOCIAL SERVICES
JOB OPPORTUNITIES
CONNECTICUT CAREERS TRAINEE (ELIGIBILITY SERVICES WORKER)**

Posting Date: February 11, 2014

Closing Date: February 21, 2014

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

The Department of Social Services is seeking college graduates who have a strong desire to work in the challenging field of **ELIGIBILITY SERVICES** in our **Benefits Centers** located in New Britain and Waterbury. The work environment is diverse, technical, complex, and fast paced and demands teamwork, reliability, accuracy and precise attention to detail. The full-time responsibility of incumbents in these positions will be conducting client telephone interviews and responding to phone inquiries regarding DSS case issues and programs.

Open To: ***The Public – Applicants must provide proof that they have a Bachelor's degree or above prior to appointment to these opportunities.***

Position: Connecticut Careers Trainee (CCT)

Job Posting No. NBWBCCT

Work Schedule: Monday through Friday: 8:30 a.m. to 5:00 p.m.

Salary: Bachelor's Degree: SH-15, Step 1: \$41,728 Annually
Master's Degree: SH-15, Step 2: \$43,237 Annually

Target Classification (*after one year served as CCT from date of hire*):
Eligibility Services Worker (SH-19, Step 1): \$50,624.00 Annually

Bargaining Unit: P-2 Social and Human Services

Locations: DSS New Britain Office - 30 Christian Lane, New Britain, CT 06051
DSS Waterbury Office – 249 Thomaston Avenue, Waterbury, CT 06702

Benefits Center Essential Responsibilities Include:

- Conduct interactive telephone interviews with clients to elicit information and identify their need for public assistance programs and services.
- Process case work initiated by client telephone inquiry.
- Analyze financial, employment, family and personal information to determine eligibility for aid programs.
- Provide clients with complete and accurate details regarding program regulations, rules and policies.
- Utilize computer databases to retrieve, review, process and organize client data and applications for benefits.

Qualifications for Benefits Center CCT (target class of Eligibility Services Worker):

- Applicants must have a Bachelor's degree or above to qualify for appointment. Prior work experience in a human services area is helpful.
- Applicants must demonstrate that they have the ability to acquire the knowledge and skills to become an Eligibility Worker; are able to understand, evaluate and solve problems by exercising good judgment and reasoning; and demonstrate the ability to read, analyze, interpret and understand written material.
- Successful applicants must demonstrate that they have excellent customer service skills, are able to communicate information clearly, effectively, and efficiently on the telephone and in writing, and can troubleshoot case issues expressed during the calls.
- This unit requires applicants who are reliable, have excellent time management skills and are able to handle sensitive situations with diplomacy and tact. Applicants must also demonstrate the ability to build strong working relationships with their managers, supervisors and coworkers.
- Proficiency in the use of Microsoft Office products including Office, Excel, Access, and PowerPoint is preferred. An understanding of basic mathematical computations is necessary and will be used on a daily basis.
- The CCT's will be continuously evaluated on their progress during the yearlong training period. Trainees must demonstrate that they have successfully completed all areas of instruction and have mastered the necessary knowledge and skills to advance to the Eligibility Services Worker target classification.

Note: The filling of this position will be in accordance with State reemployment/SEBAC, transfer, promotion, and merit employment rules.

APPLICATION INSTRUCTIONS:

If this opportunity interests you and you meet the qualifications noted above, please complete a State of Connecticut Application for Examination or Employment (CT-HR-12), and be sure to indicate your location preference on page 9. The CT-HR-12 application form may be downloaded from the State of Connecticut's Department of Administrative Services Employment Connection Website at: www.das.state.ct.us/exam/default.asp#APPLICATION. Please also submit with your completed CT-HR-12 a copy of your degree(s) or official transcript, a cover letter, and two letters of professional references from current and/or previous supervisors. In lieu of references current State employees must submit copies of their two most recent performance appraisals. Please MAIL your completed State of Connecticut Application for Examination or Employment (CT-HR-12) and the additional requested documents to:

**Department of Social Services
Human Resources Division
25 Sigourney Street
Hartford, CT 06106
Attn: Christine Rindos, HR Assistant**

**APPLICATIONS WILL ONLY BE ACCEPTED BY MAIL AND MUST BE RECEIVED OR
POSTMARKED BY FRIDAY, February 21, 2014, CLOSE OF BUSINESS**

Late or incomplete applications will not be considered. Due to the large number of applications received we are unable to field phone inquiries concerning receipt of applications.

An Equal Opportunity / Affirmative Action Employer

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.